CONNECTION
A Monthly Newsletter to Keep Our Volunteers & Bereaved Connected

MARCH 2014

THIS MONTH’S CONNECT EVENT

Wednesday March 26, 2014
12:00 AM
6601 Atlanta Highway

Please let Clara know if you are coming so an accurate count may be call in!
279-6677

Bring a Friend!

HAPPY BIRTHDAY
Amy Godsoe
Diane Sams
& Connie Bailey

Wednesday March 26, 2014
12:00 AM
6601 Atlanta Highway

Please let Clara know if you are coming so an accurate count may be call in!
279-6677

Bring a Friend!

HAPPY BIRTHDAY
Amy Godsoe
Diane Sams
& Connie Bailey
Volunteer Opportunities

March 17th
Starting at 9:30 AM
All Volunteers Needed
To help prepare Spring Newsletter for mailing
It’s St. Patrick’s Day
So wear green.

March 19th
Starting at 10:00 AM
3 Volunteers Needed to help make soup at Meg Burritt’s home.
As a community service project we will be preparing quarts of soup
To be donated to the Meals On Wheels Frozen Food Program
Call Clara for details and let her know if you would willing to host a future soup making event!

LOOKING AHEAD

April 6-12 National Volunteer Week

April 10 Volunteer of the Year
Trinity Church at 3:30 pm

April 11 Hosting teens from Prattville Christian Academy.
They will be making Easter crafts for our families.

April 17
Volunteers needed to deliver the Easter crafts

April 22 Maxwell AFB Teen Volunteer Expo
During our current Grief Support Group, we have learned about Living with Grief, the Journey of Grief, and the Effects of Grief. We have asked the important question of “Why?” and explored our own Unique Grief experiences. The most important part of our group, however, is the support given and received from each member. We have shared tears, memories, fears, and even had a few laughs. We are learning how to move down this path and find ways to reinvest ourselves in life. I want to give a sincere thanks to each participant who has allowed me to be a part of your journey. We, at HOM, care and are always present to give support. This month will bring an end to our group, and we will have another grief group coming in the next few months.

As always, I am just a phone call away if you or anyone you know may be in need of grief counseling services. We not only serve the families who have been cared for by our hospice team, but provide these services to anyone in the community who are in need.

This month we were given a special treat by our wonderful volunteers! They made a special Mardi Gras lunch for us and also provided decorations to top it off! Thank you, Clara Jehle, for your assistance in making our Grief Support Group a success.

Candace Fales, LGSW
Could You Just Listen?

When I ask you to listen to me and you start giving me advice, you have not done what I asked.

When I ask you to listen to me and you begin to tell me why I shouldn’t feel that way, you are trampling on my feelings.

When I ask you to listen to me and you feel you have to do something to solve my problems, you have failed me, strange as that may seem.

Listen! All I asked was that you listen, not talk or do—just hear me.

Advice is cheap; a few cents will get you both Dear Abby and Billy Graham in the same paper.

I can do for myself; I’m not helpless—maybe discouraged and faltering, but not helpless.

When you do something for me that I can and need to do for myself, you contribute to my fear and inadequacy.

But when you accept as a simple fact that I do what I feel, no matter how irrational, then I can quit trying to convince you and can get about the business of understanding what’s behind this irrational feeling.

When that’s clear, the answers are obvious and I don’t need advice.

Irrational feelings make more sense when we understand, what’s behind them. Perhaps that’s why prayer works, sometimes, for some people—because God is Mute, and He doesn’t give advice or try to fix things.

“They” just listen and let you work it out for yourself.

So, please listen and just hear me.

And if you want to talk, wait a minute for your turn—and I’ll listen to you!
March In-Service: Communication

In her Hospice Volunteer Training Series, Pat Carver defines communication as “sharing information; sharing feelings, responding to and receiving information.” We often don’t consider all the different ways we are communicating, the challenges of communication and techniques we can use for effective communication.

We communicate in verbal and non-verbal ways through speech, writing, actions, behaviors, body language, and facial expressions. As hospice volunteers we all participate in two way communication, sending and receiving messages, in all the different roles we play through hospice.

Volunteers who help prepare poinsettias for Christmas are communicating the caring role of hospice for patients and their families. Volunteers who help with fund-raising activities are helping communicate the importance of hospice to the community. Volunteers who cheerfully assist with community outreach events such as bingo at an assisted living facility or crafts at a nursing home are demonstrating caring communication with the participants. Patient care volunteers are communicating in many ways with their patient and their family.

One essential aspect of communication that is sometimes somewhat overlooked is listening. Pat Carver emphasizes that the volunteer’s role includes being a listening ear, a friend and companion. Active listening means that you are not only listening to the words being said but are trying to understand the complete spoken and unspoken message, including the feelings or thoughts that are not always expressed in words. There are five main elements to active listening:

- Pay attention – keep eye contact, avoid distractions, “listen” to their body language
- Show you are listening – nod, small verbal comments like yes and uh huh
- Provide feedback – ask questions, respond, summarize the speakers comments
- Defer judgment – allow speaker to finish before responding, don’t interrupt
- Respond appropriately – open, honest responses, give opinions respectfully

One special consideration for communication is if you are communicating with someone who has a hearing loss. In this situation, eliminate distractions, communicate face-to-face, speak up, rephrase, write it out if necessary and be patient. Remember, deafness is not connected to mental ability.

Think about how and what you are communicating. Be conscious of both your verbal and non-verbal communication styles and try to use effective listening skills.

Submitted by Diane Sams, referencing Pat Carver Media training materials.
With young families, burgeoning careers, new opportunities and endless possibilities, dedicated and ambitious young leaders are busily embracing the beginnings of life; rarely are they contemplating the end of it.

With that in mind, Hospice of Montgomery has established the Young Professionals Advisory Council to help ensure the organization keeps a vision for the future and continues to serve, grow and compete successfully.

The Young Professional Advisory council is a group of community leaders, ages 25 – 40, who volunteer their time and talent by providing their perspective, insight, fresh ideas and energy on matters related to the awareness, growth and development of Hospice of Montgomery.

The YPAC will help foster new relationships in the community, plan quarterly mixers (Hops for Hospice), recruit new members in support of YPAC’s efforts, and successfully establish and implement a fundraising event geared toward young professionals in the River Region.